



1651 Alhambra Boulevard
Sacramento, CA 95816

Providing information technology services to
California Health and Human Services Agency Departments

JOB OPPORTUNITY



Gray Davis,
Governor

CLASSIFICATION: Staff Information Systems Analyst (Specialist)

POSITION LOCATION: Health and Human Services Agency Data Center (HHSDC)
Interim Statewide Automated Welfare System (ISAWS)
8810 Cal Center Drive
Sacramento, CA. 95826
(Do not send your state application to this address)

Free Parking

SALARY: \$4,507 - \$5,480

Duties/Responsibilities:

Under the general supervision of a Data Processing Manager II of the Interim Statewide Automated Welfare System (ISAWS) System Support (ISS) Organization. The Staff Information Systems Analyst (Specialist), also known as the Remedy Support Specialist, is responsible for independently initiating, overseeing, and delivering system changes for all ISS Organization Remedy applications. In addition, the Remedy Support Specialist is responsible for providing production support for Remedy applications used by the system users in 35 counties. The incumbent independently analyzes user requirements to ensure effective implementation, maintenance and ongoing operation of the ISAWS Remedy applications. The incumbent develops requirements documents, test plans, and change summaries necessary to support the application maintenance of the ISAWS Remedy applications. Monitors assigned project activities to ensure application software changes are developed, tested, implemented timely, and that internal and external stakeholders are notified. Performs analysis of the most complex and sensitive issues. The Remedy Support Specialist efficiently and effectively evaluates and resolves the more complex application and process issues. Acts as a liaison with all stakeholders and users of the ISAWS Remedy applications. The Remedy Support Specialist acts as project lead for development and implementation of high profile ISAWS Remedy applications. The Remedy Support Specialist acts as back-up to the supervisor as necessary. The Remedy Support Specialist will conduct business in a professional manner leading to exemplary customer service.

Desirable Qualifications:

- Understand the importance of good customer service and the necessity of effective communication to meet customer's business needs.
- Experience with using the Crystal Reports design tools.



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- Experience with using the Remedy development tools.
- Experience with using the Remedy Help Desk software.
- Experience with using facilitation and negotiation techniques.
- General knowledge of the Remedy licensing concepts, processes and procedures.
- General knowledge of Project Management Objectives.

Who May Apply:

- HHSDC employees who are at or have lateral transfer eligibility to the Staff Information Systems Analyst (Specialist) classification.
- Persons who have list eligibility. (If applicable, please indicate that you have list eligibility for this classification on your application.)
- SROA/surplus candidates are encouraged to apply. (If applicable, please indicate on your application that you are an SROA/Surplus candidate.)

Pending freeze exemption approval for candidates other than current HHSDC state employees.

Inquiries regarding this position may be directed to John Rubio at (916) 255-0453.

Please reference RPA# 03-072 on your application. APPLICATIONS RECEIVED WITHOUT AN RPA# REFERENCED WILL BE CONSIDERED INCOMPLETE AND WILL NOT BE ACCEPTED FOR THIS POSITION.

Final Filing Date: Until Filled

Submit a completed state application (Std. Form 674) to:

Health and Human Services Data Center
Human Resources Branch Examination and Certification Unit
Attention: Laurie Sanders
1651 Alhambra Boulevard
Sacramento, CA 95816

AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.